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## Troubleshooting for Polaroid iM1836

### Troubleshooting for Polaroid iM1836:

#### UNDERSTANDING YOUR DEVICE

YOUR ANDROID CAMERA HAS TWO MAIN MODES--CAMERA MODE & ANDROID MODE. BOTH THESE MODES USE THE MICRO SD CARD AS ITS STORAGE DEVICE. SINCE THE STORAGE IS SHARED, WE STRONGLY RECOMMENDED THAT YOU FINISH AN OPERATION IN EITHER MODE BEFORE SWITCHING TO THE OTHER.

Several things might prevent the camera from turning on. First make sure that the battery is inserted correctly. Make sure to insert the lithium battery all the way into the battery compartment.



The battery latch should cover the battery when inserted correctly.

#### Make sure the battery is charged.

1. Upon first use, make sure the battery is fully charged.
2. To charge your battery, insert the battery correctly into the camera and make sure the camera is powered off. Then follow one of the steps above to charge the battery:
3. Your camera will charge only on the android mode. If your camera is on the camera mode and you try to charge, it will automatically turn to the android mode and continue to charge. If you try to turn on the camera mode when charging you will receive the message, CANNOT TURN ON CAMERA MODE WHEN CHARGING - DISCONNECT CHARGING TO USE CAMERA MODE. Stop charging if you want to use your camera in charge mode.



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4. Charge the battery using the USB connection cable (included) and the AC Adapter (included).
  - Connect one end of the USB cable into the USB port on your camera.
  - Connect the other end of the USB cable to the AC Adapter and then plug the AC Adapter into a power socket.
  - The charge light will turn off when the battery is fully charged.



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**Micro SD Card is not working.**  
Make sure that the Micro SD Card is inserted correctly into the camera's Micro SD Card slot.



You will need to push the Micro SD card into the slot until you hear a slight clicking sound which indicates that the Micro SD card is inserted properly.



Make sure there is room on the Micro SD Card for additional pictures. If the Micro SD Card is full, additional pictures will not be added to the card.



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#### Camera does not turn on.

1. Make sure your battery is fully charged. we recommended you charge the battery for 2 hours using the supplied wall charger.
2. Make sure you have inserted the battery correctly.
3. HOLD the "ON/ OFF" button for a few seconds to turn on.

#### Cannot Transfer Pictures.

1. Make sure your camera is connected to a USB port on your computer using the included USB cable.
2. Make sure that both your camera and your computer are powered on, open your camera, there will be shown a USB connecting icon on top left corner of the screen, touch the icon and slide it down, will shown a dialog box, click USB connected, then click open USB storage, click OK, you will see the android logo will turn to orange color from green color; it means, you can find your device in My Computer window (the COMPUTER WINDOW if your computer is running Windows Vista or Windows 7, For Window XP system, you have to install a media player 10.1 or above for using) in your computer, labeled Removable Disk. Double-clicking this drive will access a folder, containing your images. if you are using a Mac, an extra drive will access a folder, containing your images.
3. You can also use the included software to assist you in transferring photos from your camera to your computer, if the computer fails to recognize that a camera is plugged in, try using a different USB port on your computer. If you are using your computer's card reader or an external card reader make sure the micro SD card is inserted securely and in the correct position.

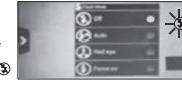
#### WIFI SIGNAL DETECTED

If your wifi is on and you try to switch to the camera mode, you will receive this notification. since your wifi is ON--the camera wants to make sure you are not between any data transfer like uploading / downloading media files or downloading apps from the app store, etc. Since switching to the camera mode will stop this transfer, we want you to confirm that you are OK, if you don't want to receive this message in future Check the box "DO NOT REMIND ME AGAIN" and click OK. This will stop this notification.

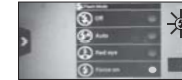
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#### Flash is not working.

Make sure the flash light opened and settings on your camera are turned on. Your camera has four flash settings: Off Flash, Auto Flash, Red Eye Reduction and Force on Flash. Click the Flash icon on the screen, then will display a flash window as the right image shown:



- ⊖ Off Flash (Default): No flash will appear. Use this when you do not want to activate flash.
- ⊕ Auto Flash: The camera will automatically determine when Flash is needed according to the lighting conditions.
- ⊖ Red Eye Reduction: Flash that eliminates the red-eye in photo caused by the flash.
- ⊕ Force on flash : The flash is ON for each photo.



#### If your flash is not working check the following:

- You need to manually open the flash before switching the flash mode.
- Make sure you have selected one of the Flash options: Auto Flash, Red Eye Reduction and Force on flash.
- If the battery power in flash is low, try replacing the batteries with new ones since the flash requires a good amount of battery power.

Q) I get a FILE ERROR when deleting the images. How do I fix this issue?

A) Typically, this sort of error occurs when there are files on your Micro SD memory card that are not supported by your camera. To avoid getting this error message, copy all files and folders on your memory card to your computer or any other mass storage device, and then delete them off of your memory card before inserting it in your camera. You may also try formatting your memory card before inserting it in your camera, but please note that this will permanently delete all files currently stored on the memory card. For best results, we recommend using a separate Micro SD card exclusively with your camera.

Q) When scrolling through my pictures and videos in the playback mode, my screen freezes. How do I fix this issue?

A) This often happens when your Micro SD card has other files stored in it that are not supported by the camera. To fix the problem:

- 1) Transfer the other files/folders to your computer or to another storage device and then delete them from your micro SD card.
- 2) Remove the batteries and then insert/reinsert them in order to restart the camera.
- 3) Insert the micro SD card into the camera.
- 4) For best results, we recommend using a separate micro SD card exclusively with your camera.

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